



Editor
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NORFOLK COMMUNITY SERVICES BOARD

Norfolk CSB Insider



I Just Want to Say Thank You

September is the month set aside annually to celebrate **National Alcohol and Drug Addiction Recovery Month (Recovery Month)**. This is the 15th year that Recovery Month has been observed nationwide. It's a time to celebrate and promote the recovery message. It's a time to allow our patients (consumers) to speak out; it's a time to advocate for more resources; it's a time of reflection, hope, and renewal of energy to fight for recovery.

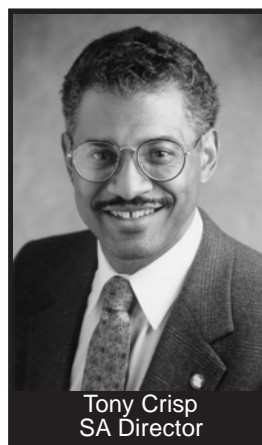
This is also the time to recognize the contributions of those who help facilitate recovery, and this is where I want to begin. I want to say thank you to all of our frontline workers and associates whose deeds often go unnoticed, but whose deeds give our patients hope and lead to their successful recovery. As I begin this dialogue, I am taking the risk of omitting and offending; however, I hope that if your name is not listed you will understand that I am also sending a special "thank you" to you. Just as it takes a village to raise a child, so, too, does it take our entire organization—regardless of where we work—to help a person recover from the ills of addiction.

It pleases me no end to attend the various patient recovery celebrations and to hear them praise the programs and, more

importantly, their counselors.

"Jan is tough, but if it wasn't for Jan, I wouldn't be here today."

"When I started the program I followed Anna everywhere." "I love my methadone counselor. Thank you, Mary." "Drug Court saved my life." In every ceremony, the patients let us know that if it were not for their counselors, case managers or a particular program they could not have reached their treatment goals.



Tony Crisp
SA Director

We also receive feedback from our patients through our

comment cards. Here are few examples: *"LaVerne Jordan is a wonderful person. Hats off to you Laverne."* *"Please let everyone know that Penny Witcher is the best."* *"Mr. Paul Fergeson has really helped me to stay clean and sober..."* *"I would like to commend my counselor Gloria Miller-Polite for her caring and excellent guidance..."* *"Intake counselor Frank Macek is very excellent at what he does."* *"I enjoyed Kent Heintzelman's group; the groups are very educational; he allows group members to interact instead of giving a long sermon."*

Patients make comments about other staff and services. Here are few examples. *"I'd like to say that the people like Ms. Edith*

continued on Page 4

Length of Service

Congratulations to the following staff members who celebrate the anniversary of their employment with Norfolk CSB in **September**:

Thirty-One Years

Brenda Wise

Nineteen Years

Mary Measmer

Sixteen Years

Gloria Cook

Tony Crisp

Esther Pugh

Fourteen Years

Brad Lazernick

Dawn Mejstrik

Carol Nelson

Twelve Years

Ruth Cherry

Eight Years

Geraldine Ang-Rabanes

Six Years

Diana Benson

Clarice Judge

Marty Phillips

Five Years

Paul Fergeson

Steve Stewart

Diana Tucker

Four Years

Cheyenne Wesley

Three Years

LaTanya Grove

Naomi Riddick

Jacqueline Wheeler

One Year

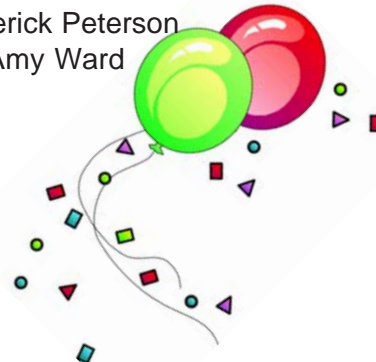
Elvira Anderson

Michael Clark

Pamela Davis

Frederick Peterson

Amy Ward



Board Birthdays

When you see them, say Happy Birthday to these staff members who celebrate **September** birthdays:

Felicia Laws (2)

Dawn Hall (3)

Gail McLemore (3)

Sheryl Dial (5)

Joan Perry (5)

Trish Fowler (6)

Richard Allen (7)

Pamela Frank (7)

Shelia Banks (9)

Carol Sandloop (9)

Chris O'Handley (10)

Rene Faulkner (13)

Cheryl Davidson (14)

Willa King (14)

Cynthia Williams (15)

Kat Cannady (21)

Sheila Rogan (21)

Martha Shurts (21)

Roseann Smith (22)

Tena Branstetter (23)

Vernecia Bell (24)

Carl Brockett (24)

Annette Tackett (25)

Edith Payne (26)

Marcelina Hardy (27)

Alice Newton (27)

Norfolk CSB staff graduate from City seminars

In April, **Chris Young** joined 19 staff from other City agencies or departments in completing the "Quality and Continuous Improvement" (QuCI) Seminar, and received their Certificate of Completion.

Five CSB staff were among the 37 graduates of the recent "Two Dimensional Leadership" Seminars. They are **Cynthia Katz, Angela Hicks, Debora Pope, Steve Stewart** and **Bernadette Williams**.

Pamela Holloway, Angela Holley, Melvin Diaz and **Linda Heisse** completed the City's "Dealing with Difficult Behaviors" Seminar on August 19th.

Norfolk CSB welcomes new employees

Lisa Wright

Practice Manager
MH Medical Services Unit

Debra Hopkins

Medical Records Clerk
MR Administration

Heather Tewell

Counselor III/Community Educator
MR&FD - Student Assistance

Former Norfolk CSB Member appointed to State board



Mrs. Ruth Graves Jarvis has been appointed to the Virginia Mental Health, Mental Retardation and Substance Abuse Services Board.

The State Board is comprised of nine citizens from across the Commonwealth who are appointed by the Governor and confirmed by the General Assembly. It has statutory authority for the establishment of policy for the Department of Mental Health, Mental Retardation and Substance Abuse.

Appointment to the Board is for a period of five years.

Mrs. Jarvis previously served as a member of Norfolk Community Services Board for six years, and was Chairperson from 1997 through 1998.

MESA series starts September 9th

The fall series of MESA classes will begin on Tuesday, September 7th, at Hospitality Center.

This is a series of 12 workshops dealing with the basics of mental illness. It is designed for the families and caregivers of the mentally ill and others who are interested in learning more about mental illness and interacting with the mentally ill.

Classes are 1-1/2 to 2 hours long and cover symptoms, medications, the impact of mental illness on the family and on the patient's sense of self, techniques for problem solving and communicating with the mentally ill.

For more information, contact **John Creekmore** at 441-1170

I am extremely pleased with my counselor, **Mr. Paul Ferguson**. He is the most caring person, along with nurse **Gloria Cook**, that I know at the clinic. The groups are informative and even fun for me. Thank you all for a job I think is extremely well done.

Thank you for placing this valuable information [article on **diabetes** placed in waiting area] so clients may be abreast of current treatments.

I would like to say that the people like **Ms. Payne** are doing an excellent job. She is very professional and **Ms. Martin** gets you in and out. I know as an addict my opinion may not count, but they make me feel like they are concerned about my situation and, me not being a people person. I respect that.

Your service is great! **Laverne Jordan** is a wonderful person. HATS OFF to you. Laverne.

I enjoyed **Kent Heintzelman's** group. The groups are very educational. He has a lot of experience, plus he allows the group members to interact instead of giving a long sermon.

Please let everyone know that **Penny Witcher** is the best counselor and should be given an award for her hard work with us.

I Just Want to Say Thank You

continued from Page 1

Payne are doing an excellent job. She is very professional and Ms. Flo Martin gets you in and out.” “Head Nurse Gloria is the most caring person.” “I’d like to commend the Community Services Board for having In-House assistance (eligibility workers) for food stamps, Medicaid, SLH (State and Local Hospitalization) assistance, etc.” “Thank you for placing this valuable information (on diabetes) where the clients may be abreast of current treatment.” “Intake was very helpful to me and my friend.”

We also obtain feedback from the people we serve in other ways. One of these is through the annual survey conducted by the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS). This survey is designed to determine consumer perceptions of CSB services by measuring four indicators:

- Consumer Perception of Access: **this measures consumers’ perception of access to services.**
- Consumer Perception of Appropriateness: **this measures whether consumers received what they felt were appropriate services based on their needs.**
- Consumer Perception of Outcome: **this reports positive change as a result of services received.**
- Consumer Satisfaction with Services: **measures the consumers’ overall satisfaction with services received.**

In the DMHMRSAS’ *Consumer Survey 2003 Annual Report* (May 2004), 86 substance abuse consumers were surveyed with these results:

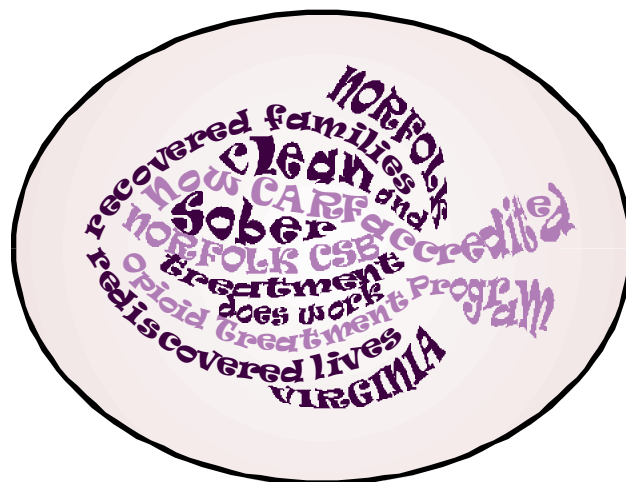
- Norfolk CSB received an 89% rating in the general satisfaction domain—consumer satisfaction with services;
- 83% in the appropriateness domain—consumer perception of appropriateness;
- 75% in the access domain—consumer perception of access, and
- 89% in the outcome domain—consumer perception of outcome.

In addition, during our strategic planning process we heard consumers speak aloud about their satisfaction with all of the Substance Abuse Services operated by the CSB.

I could write a book about all the great things I have heard and observed of your work. As you know, our battle is not over. We still need to be the champions, along with those we serve, in this fight. We still have a lot to do. Let me give you one more example. Did you know that in 1998 every Virginian, *that’s you and me*, spent less than 1 cent on substance abuse prevention and treatment? However, the impact of alcohol and other drug addiction (crimes, loss of production at work and health care) costs each of us a whopping \$267.10. So you see, we need this annual reminder, and we need your support. As a provider of addiction services, I join our patients to say **THANK YOU**.

I encourage anyone wanting to learn more about this year’s National Alcohol & Drug Addiction Recovery Month to go to our web site and click on the link you will see there.

—Tony Crisp, Director
Substance Abuse Services



Employees Missed 500,000 Work Days Last Year

DUE TO ALCOHOLISM ALONE. STILL THINK YOU DON'T NEED TO BE CONCERNED ABOUT SUBSTANCE ABUSE IN THE WORKPLACE?

Drug and alcohol addiction. It's a workplace issue.

It is also a national epidemic. Over 15 million people were dependent on either drugs or alcohol in 2002.

Why should we care about this?

Because untreated addiction costs this country over \$294 billion dollars each year in health care costs, accidents, prison operation and lost earnings.

Only 10.3% of individuals age 12 and older who need treatment for drug or alcohol problems receive by it, despite the tremendous toll that addiction takes on individuals, employers and society as a whole.

The reasons for this are many, but access and availability remain two of the greatest obstacles. This is especially troubling because addiction treatment is just as successful as treating other chronic health problems such as asthma, and treatment is cost-effective.

It's good business to support employees in recovery and their loved ones. Employers of all sizes, from the largest corporation to the smallest neighborhood business, have everything to gain by taking an active role in addressing their employees' drug and alcohol related problems and supporting the recovery process.

Organizations experience a variety of benefits by committing to a drug- and alcohol-free workplace and supporting treatment and recovery programs, including:

- Increased productivity and higher morale
- Increased quality of performance
- Lower workers' compensation insurance

- Reduced absenteeism
- Improved safety.

The cost of treatment and recovery support programs for employees is always a tremendous concern to any business, large or small. Reports have shown that the money invested in these services and programs is minimal when you consider the huge payoff. For instance:

- An Ohio survey of 668 drug and alcohol treatment residents one year after treatment indicated that absenteeism decreased by 89%, tardiness by 92% and on-the-job injuries by 57%.



- Blue Cross/Blue Shield found that families' health care costs dropped by 87 percent after addiction treatment.

Employers who support individuals trying to beat alcohol or drug addiction will see their commitment returned many times over in the form of increased productivity, profitability, and loyalty.

You can make a difference.

Here are some steps any employer can take to address drug and alcohol problems in the workplace.

1. **Get real.** Odds are that someone

who works for you is abusing alcohol, using illicit drugs, or trying to cope with addiction-related problems at home. Assume that the physical, mental, and emotional toll that an addiction problem is having on that person is hindering his or her work performance and, ultimately, your business interests.

2. **Educate yourself** about drug and alcohol use and addiction issues in the workplace and how to address them. Go to www.norfolkcsb.org for help.
3. **Accept, encourage and support** employees trying to beat a drug or alcohol problem. Provide them with informational materials on local community resources. Promote your concerns about drug and alcohol use and addiction and your company's support for treatment. Host alcohol-free work related events. Consider forming an Employee Assistance Program.
4. **Make an announcement** about your company's support and concern for employees engaged in or in need of treatment.
5. **Create a confidential feedback mechanism** for employees to provide you with input on how helpful and informative your support and encouragement are to them. An employee survey may suffice. Make changes to address any issues that arise.

Our jobs are important to all of us. By working with employees to create an alcohol- and drug-free workplace, all of us will prosper—employees and their friends and families, employers, and the communities in which we all live and work.

Wellness Fact Sheet

Feeling Stressed? Here are 20 Tips to Help You Relax

- ☺ Get up 15 minutes earlier
- Avoid tight fitting clothes
- Make duplicate keys
- Hum a jingle
- ☺ Stop a bad habit
- Practice preventive maintenance
- Feed the birds
- ☺ Avoid negative people
- Un-clutter your life
- Be prepared for rain
- Take a bubble bath
- Say something nice to someone
- ☺ Smile
- Walk in the rain
- Schedule time to play everyday
- ☺ Develop a sense of humor
- Look at problems as challenges
- Do it today
- Stand up and stretch
- ☺ Look at the stars
- Do everything in moderation



Benefits Of An ACTIVE Life

When we are feeling completely overwhelmed and stressed out, we often feel that the last thing we have time for is exercise. But did you know that spending just 30 minutes a day engaged in physical activity will quickly have you feeling more stamina and less tension. Here are some additional benefits of exercise:

- Control weight gain
- Help you sleep better
- Help you think and work better
- Improve digestion
- Improve bone density
- Improve blood sugar levels
- Lower blood pressure
- Reduce your risk of diabetes, stroke, and some cancers
- Boost your self confidence
- Boost your spirits



Source: WELCOA

Find The Calm

Learn to relax through meditation. Leave the noise behind for 10-15 minutes every day. Here's how to get started:

- ▶ Pick a place and time free of distraction.
- ▶ Sit on a comfortable chair or cushion with your spine erect.
- ▶ Close your eyes and quietly take slow, deep breaths.
- ▶ Focus on your breathing or a peaceful image. Each time your mind wanders gently bring it back.

The practice of meditation is an effective remedy for anxiety and depression. It may also help with high blood pressure, irritable bowel, and other ailments.

Source: www.personalbest.com